North Carolina Department of Health and Human Services
Division of Health Service Regulation
Office of Emergency Medical Services
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Michael F. Easley, Governor   Drexdal R. Pratt, Chief
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Dear EMS Credential Holder:

On January 1, 2008 the North Carolina Office of Emergency Medical Services (NCOEMS) launched the new on-line EMS Credentialing Information System (CIS). The new CIS will allow EMS personnel, system administrators, course instructors and program coordinators across the state the opportunity to manage credentialing and testing information using a web-based interface.

What does this mean to me?
All EMS personnel credentialed in the state of North Carolina now have the opportunity to view their EMS Credential on-line. EMS personnel will also be able to sign-up for courses, continuing education and credential renewal through the new system.

What is the advantage of the new system?
The new CIS system allows EMS personnel, system administrators, course instructors and program coordinators the ability to view important credentialing information that can reduce time in hiring and course enrollment processes.

Am I supposed to do anything with this new system?
Yes! All EMS personnel currently holding a valid credential in the state of North Carolina are asked to go to the new CIS website and log-in to update their "CIS Profile". Your CIS Profile contains vital contact information including: Name, Address, Phone Number, Email Address, etc. It is important that this information is accurate and up-to-date to prevent a delay during the re-credentialing process.

How do I update my CIS Profile?
First, it is important that you obtain your PreMIS ID Number (P-Number). All credentialed EMS Personnel already have a P-Number assigned to them in the Credentialing Information System. If you do not know what your P-Number is, please reference the video tutorial entitled "*How to use the CIS Public Website to Search for your State ID or Register for CIS*". This video is located at:

http://www.emspic.org/cis.html.

Once you have identified your P-Number you should take the following steps:

- Log-in to CIS using your P-Number and Social Security Number (without dashes) as your password;
- If this is your first time logging in to the CIS, the system will automatically prompt you to update your profile. After you have updated your profile, simply save the updated information and you have successfully completed your update;
- If you have previously logged in to CIS, you will not be automatically prompted to update your profile. You will need to select the "Profile" option on the left side navigation bar and then select "My Profile". Select the "Edit" button in the bottom right corner, and you may now update your profile;
- Be sure to click <u>SAVE</u> to complete any updates you make to your profile;
- **We strongly encourage you to update your password during your profile update;**
- If your password does not work, or you are experiencing other difficulties logging in to CIS, please contact the EMSPIC at 1-866-773-6477; and
- **Do not create a new account!**

While we expect the migration to run smoothly, this does not mean that we do not anticipate some initial struggles with the new CIS. The EMSPIC has put together several on-line video tutorials to educate members of the EMS Community about the change. The links are located at:

http://www.emspic.org/cis.html.

In advance, we thank you for your patience as we integrate the new system that will benefit EMS in the State of North Carolina.

Sincerely,

Drexdal Pratt, Chief
Office of Emergency Medical Services